

**CITY OF RICHARDSON
INTERDEPARTMENTAL POLICY AND PROCEDURE**

**CELLULAR TELEPHONES, ELECTRONIC PAGING DEVICES,
AND WIRELESS PERSONAL COMMUNICATIONS DEVICES**

POLICY

It is the policy of the City of Richardson to provide cellular telephones, electronic paging devices, and wireless personal communications devices to employees in order to improve productivity, enhance customer service to our citizens, and/or to enhance public safety services.

It is also the policy of the City to maintain the right to access and disclose any and all messages communicated through electronic means when City owned equipment is used. Regardless of the intent of the message (business or personal), any employee involved has no right to privacy, or to the expectation of privacy, concerning the content of any message or the intended destination of any message.

Decisions regarding the use of City cellular telephones, electronic paging devices, and wireless personal communications devices which are not explicitly stated herein will be left to the discretion of the appropriate Department Head, as authorized by the City Manager. Department Heads are authorized to administer, provide guidance on, and assure compliance with the features of this policy.

PROCEDURE

I. APPLICABILITY

This Policy and Procedure applies to all City employees, departments, and organizations. Departments which use a pool system for cellular telephones, or which have cellular telephones assigned to vehicles or positions instead of to individuals, may develop departmental policies and procedures and/or regulations which provide greater direction to their employees, as long as that direction is consistent with this Interdepartmental Policy and Procedure.

This Policy and Procedure includes City-owned cellular telephones, electronic paging devices, and other wireless personal communications devices which are not directly connected to a telephone line. It does not apply to direct wired land line telephones.

II. AUTHORIZED USAGE

City owned cellular telephones, electronic paging devices, and other wireless personal communications devices are intended for and expected to be used for City business. Personal usage related to work assignments (e.g., personal calls which need to be made when away from an office with land line telephones, etc.) and other occasional personal usage is permitted, as long as the personal use is reasonable and prudent.

Employees should not use cellular telephones to discuss confidential or sensitive information, as cellular telephones conversations are **not** secured.

III. ELIGIBILITY CRITERIA

Employees eligible for assignment of City owned cellular telephones, electronic paging devices, and other wireless personal communications devices are those designated by the City Manager/Deputy City Manager/Assistant City Manager and/or Department Heads, including (but not limited to):

- City Manager's Office staff, Department Heads and employees who are frequently in a vehicle, if the individual must conduct City business by telephone while in the field, and it can be shown that cost savings and customer service efficiency will be realized through use of such devices;
- City Manager's Office staff, Department Heads and employees who have a critical need to maintain accessibility with other department managers, city management staff and public officials, in order to insure uninterrupted customer services and /or the integrity of the organization;
- Public safety positions and vehicles, to provide immediate and direct telephone communications with citizens, outside agencies cooperating in operations, or other resource entities outside of City government, and to provide for communications which may be inappropriate for mobile radios;
- Employees involved in the City's emergency response plan; and
- Department Heads and employees who have responsibility for responding to public safety incidents in the field.

IV. RESPONSIBILITIES OF CITY MANAGERS AND DEPARTMENT HEADS

The City Manager/Deputy City Manager/Assistant City Manager and/or Department Heads are responsible for:

- A. approving requests for cellular telephones, electronic paging devices, and other wireless personal communications devices from their respective subordinates;
- B. insuring that requests are in conformance with the procedures outlined herein, or that exceptions are justified;
- C. insuring that all persons assigned a City owned cellular telephone, electronic paging device, and/or other wireless personal communications device, are provided access to a copy of this Policy and Procedure, and that the individual is in compliance with it;
- D. conducting periodic inventories of cellular telephones, electronic paging devices, and other wireless personal communications devices within their respective departments to insure accountability;
- E. conducting annual reviews of assigned devices to determine if such assignments continue to be justified; and
- F. informing appropriate employees responsible for City Communications of all reassignments of cellular telephones, electronic paging devices, and/or other wireless personal communications devices.

V. RESPONSIBILITIES OF EMPLOYEES

Employees who are assigned the use of City owned cellular telephones, electronic paging devices, and/or other wireless personal communications devices are responsible for the following:

- A. insuring the physical security of such devices;
- B. insuring that all communications on such devices are kept to the briefest duration possible;
- C. keeping personal communications to a minimum; and
- D. insuring that any personal use does not detract from the employee's availability for completion of assigned duties.

VI. USE OF ELECTRONIC COMMUNICATIONS DEVICES AND SAFE DRIVING

All City employees are expected to drive with safety as the first consideration. This includes driving safely while operating cellular telephones, electronic paging devices, and/or other wireless personal communications devices. Recommendations for safe handling of vehicle-based calling from the wireless communications industry include the following:

- A. When driving, use voice-activated dialing, or have frequently called numbers preprogrammed into the device, or consider pulling off the road to dial (or ask a passenger to dial).
- B. Do not use the wireless communications device at all if there are hazardous road or traffic conditions.
- C. Avoid multiple tasks when driving, such as trying to take notes while you are using a wireless communications device.

Employees are responsible for, and will be held accountable for, safe driving at all times.

VII. GENERAL STATEMENTS REGARDING USE OF WIRELESS COMMUNICATION DEVICES

- A. Use of a log-on or password does not imply any right to employee privacy of communication.
- B. Use of a deletion keystroke or process does not mean a message/document has been eliminated from a wireless communications device, e.g., pager.
- C. On wireless communications devices owned by the City, the City and/or Department reserves the right to monitor and record communications traffic at any time, without notice to any employee.
- D. Any abuse in the use of which indicates inordinate use of those devices will be considered misconduct and neglect of duty, resulting in possible disciplinary action up to and including termination. Any employee responsible for inordinate use of wireless communications devices may also be held responsible for the resulting costs to the City.

VIII. MONITORING OF WIRELESS COMMUNICATIONS BY CITY SUPERVISORS

Supervisory reviews of wireless communications may be conducted for business reasons. Supervisors may review the communications of their employees to determine if there have been:

- breaches of security;
- violations of City policy; and/or
- misuse by an employee.

All such reviews must be approved by a Department Head or designated manager. Reviews of wireless communications that have been electronically stored may be conducted only with the approval of the City Manager or Department Head.

IX. DISCLOSURE OF INFORMATION

The City will disclose the contents of retrievable wireless communication messages, upon receipt of a valid court order or legal request, including Public Information (open records) requests. The City may disclose the contents of retrievable wireless communication messages if the information will assist in official internal or criminal investigations.

Original signed by Bill Keffler

Bill Keffler
City Manager

January 20, 1999

Date